

Antonio Gill

**Arizona American Water
W-01303A-10-0448
In Opposition**

ORIGINAL



0000128171

From:
Sent: Thursday, August 04, 2011 7:32 AM
To: Utilities Div - Mailbox
Cc: Stump-Web; Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web
Subject: Data from PublicCommentForm (Re: Case Number W-01303A-10-0448)
Attachments: PublicCommentForm.fdf

[s.com]

Dear Commissioners:

I live in Verrado, where water is supplied by Arizona-American Water Company, which is "the only game in town." I love my community because it is safe and a great place to raise a family. However, I have two major concerns about Arizona-American Water Company. First, and most importantly, I am concerned about the quality of the water they deliver. It is disconcerting to look down into your bath tub before you step in and notice that it is already a muddy brown color. I have complained to the company in the past and the only explanation I have been given is that there was a break in a pipe during construction, and that the sediment would be flushed through the system. That was about a year ago, but the problem persists....sometimes improving and sometimes getting worse. As you might imagine, it wreaks havoc with my drinking water filtration system, and has increased the cost of my efforts to provide clean drinking water to my children. My second concern is that the water pressure to my house has always been extremely high. So high, in fact, that it has literally blown off dozens of sprinkler heads on my water sprinkler system. I have had to hire a plumber to try to decrease the water pressure going into the house. The problem is better, but persists, and even led to a "blow out" at the junction where the line connects at the street. Because that blowout was on "my" side of the fitting, instead of the street side, I not only had to pay for the repair, but I had to pay for all of the water that leaked out onto the street. My complaints go nowhere with this company. I already pay twice as much for water than I used to pay when I lived in Palm Valley, in Goodyear, which is literally only ten minutes down the road. I have a difficult time understanding why. One explanation offered seems to be that the company over extended itself in construction and anticipated far more hookups than have developed. The poor economy is blamed. The last time I looked, I am in the midst of the very same poor economy. I decline this "invitation" to pay more to a company that, in my opinion, is already providing poor customer service and a poor product. I urge the Arizona Corporation Commission to not only deny the rate increase, but I also urge you to ask this company some very hard questions. I also invite each commissioner over to my home to gather around my bathtub as it fills with brown water. We can have cookies and milk because you probably won't want to share a glass of water out of my Arizona-American Water Company tap.

The attached file contains data that was entered into a form. It is not the form itself.

The recipient of this data file should save it locally with a unique name. Adobe Acrobat Professional 7 or later can process this data by importing it back into the blank form or creating a spreadsheet from several data files. See Help in Adobe Acrobat Professional 7 or later for more details.

Arizona Corporation Commission
DOCKETED

AUG 9 2011

DOCKETED BY	
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AZ CORP COMMISSION
DOCKET CONTROL

2011 AUG -9 A 11:00

RECEIVED

Aug. 4, 2011

Arizona Corporation Commission
Commissioners Wing
1200 W. Washington Ave.
Phoenix, Az. 85007

Dear Mr. Pierce:

I am writing my concerns to you hoping you will relay my sincere concerns to the other commission members of the Arizona Corporation Commission.

This letter relates to the Arizona American Water Co. request for repayment of their own error in billing those of us in the Agua Fria water district. I find their request for this enormous hike in rates reprehensible. Most companies of any reputation who made a billing errors like this would "eat" their mistakes and not make the customer pay for their past billing errors.

The repayment plan they wish you and your members to allow is so large, especially for those who are seniors or on limited incomes, would be a distinct burden between paying an already very high water bill and other necessities.

I hope you and your commission members will look at this request from Arizona American Water Co. and remind them this error was of their own making and should not be placed on the customers' back particularly in these hard economic times.

Thank you for your attention to this matter.

Michael Welcher

August 1, 2011

Gary Pierce
Chairman
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, AZ 85007

Dear Chairman Pierce,

As a homeowner in the Western Meadows Community in Surprise, Arizona, I am writing to express my concerns about the extravagant proposed increase to the City of Surprise water bills, which would result in an approximate \$76.00 quarterly increase in each homeowner's HOA dues in our community.

The extravagant proposed increase would be ludicrous - even if we had money to burn, but most of us in this community are just trying to get by from one payday to the next. I think I can speak for most people in our community by saying that we would much rather prefer having a little money to buy gas to go to work and putting food on the table for our families rather than seeing a green cactus at the entrance to our community. These cactuses are in the desert, for goodness sake, it's supposed to be hot in the desert! By some miracle, they have survived millions of years without any help from man. The weather is just as dry all over the rest of Arizona, too, but everyone certainly thinks all the cacti in those areas are still beautiful - regardless of whether they are green, brown, or all dried up! That's what gives them character!

We all work just as hard as you do to support our families. Everybody wants to increase rates in these desperate times to make more money and I understand that. A small increase may be justified but an 82.89% increase is absolutely absurd. Businesses can increase their prices and rates when they don't know how to budget on what they already have, but families such as mine are completely at the mercy of employers who are also trying every cost saving measure on the planet to increase their own profitability. As a result, we are fortunate if they are able to dole out a measly 1% increase annually, at best. Please understand...We are all trying to make it through tough times. We all have to stretch every dollar to survive but they can only be stretched soooo far.

Surely you can think of another way to handle this ridiculous situation. We are all trying to make do with what we have as best we can. Please let God take care of the cacti and let us feed our families!

Thank you for any help you can offer in stopping this foolish increase proposal.

Betty Hobbs

Betty J. Hobbs



August 2, 2011
AZ Corporation
Commission
Mr. Gary Pierce,
Chair
Commissioner's
Wing
1200 W Washington
Phoenix, AZ. 85007-
2996

Dear Sir,

My husband and i are writing this letter to protest the insane increase in the rates of Arizona American water company.

This is not our mistake or responsibility. It is Arizona American Water Company's error to build the excess Capacity which was not needed.

There fore they should absorb the total cost for their mistake.

We are asking the board to rule against this unfair and unjust rate increase. This was a bad business decision on their part and now they are trying to make us pay for their stupid mistake.

To all the board members thank you for your time and consideration.

Sincerely
Susan and Donald Rossie

Ref-Docket # W-013031-10-0448

Antonio Gill

From: Sandra [sanjnat58@yahoo.com]
Sent: Thursday, August 04, 2011 8:17 PM
To: Pierce-Web; Newman-Web; Burns-Web; Stump-Web; Kennedy-Web
Subject: Rate increase

Ladies and Gentlemen,

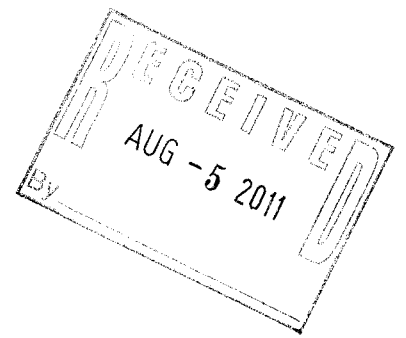
My husband and I own a home in the area supplied by Arizona American Water. We read with dismay that they were requesting a rate increase of almost 83%. My husband and I live on Social Security supplemented with small part time jobs. We cannot afford such a large increase in our water bill. We would not object to a small, reasonable increase but they are asking too much. We also belong to an HOA that works very hard to keep our dues low. A water rate increase this large would also raise our HOA fees. We are asking that you refuse the request for this rate increase.

Thank you,

Don and Sandra Nations

Surprise AZ

Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007-2996
Commissioners Wing



Dear Chairman Pierce, Commissioners Burns, Kennedy, Newman and Stump,

I am a very concerned citizen of Surprise and live in Sun City Grand. I have serious concerns regarding the proposed water rate hike proposed by Arizona American Water Company (AAWC) for customers in the Agua Fria Water District. This will financially be a tremendous expense for my husband and I as like most who live in Sun City Grand are retired and live on a fixed income. Additionally, our HOA will be imposing their rate hike to us when they have the increase.

When I called(AAWC) they said the rate hike was because of the White Tanks Regional Water Treatment Facility. The cost was supposed to have been from new homeowners Coming into that area but it didn't happen. The (AAWC) new the developers weren't going ahead with their projects but they continued to build this large treatment facility And now they are charging us the entire amount, which is not fair to do this just to a Selected population to be charged a second time for capital improvements. This just is not right. An 82% increase is too much and it couldn't be at a worse time with everything else going up and this recession. Most of Surprise does consist of HOA's and like I said, they will be passing these large hikes on to us too. Please consider this very carefully and I thank you for your consideration.

Judy Blackburn

Surprise, Arizona

Antonio Gill

From: Nan [suncitynan@cox.net]
Sent: Sunday, August 07, 2011 2:59 PM
To: Gary Pierce
Cc: Sandra Kennedy; Paul Newman; Bob Stump; Brenda Burns
Subject: gas Increase

To all of you,

I am a retired woman living in Sun City, Arizona , I receive S.S. and I have not had an cost of living increase in over 2 years, food keeps going up every time I go to the grocery store, gas for the car has sky rocketed , water bill increased, It is summer and without Air conditioning you would die in your house so a \$300+ bill is about right.

Now you want to increase by 14% Why, what do I get out of this increase, are your employees getting a 14% increase?

What is this 14% for? Stop and think what you are doing..

Nancy Laska

Antonio Gill

From: STEVEN YOUNG [smyoung711@yahoo.com]
Sent: Monday, August 08, 2011 11:01 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web; Utilities Div - Mailbox
Subject: Docket No. W-01303A-10-0448

As a resident of Surprise and Sun City Grand I am appalled with Arizona American Water Company's outrageous rate hike proposal now before your commission.

Arizona American Water says it needs the revenue to cover costs associated with a new treatment facility built for the Agua Fria Water District. Since much of the capacity of the plant was to be used to satisfy future growth, the vast majority of the plant was to be financed and paid for by water hook-up fees from new customers and developers. As a result of the decline in the economy, however, the anticipated population growth and increased water requirements did not occur. Given these developments, Arizona American Water is now requesting that the commission grant a substantial increase in existing customer water rates in order to pay for the White Tanks facility. ***It is unfair to require that the substantial costs of the White Tanks plant be borne by existing customers via massive rate increases, when the purpose of the plant was to provide for future growth.***

Please consider the impact such a rate increase would have on the homeowners and homeowners associations.

Sincerely,

Steven M. Young

Antonio Gill

From: BBarks8@aol.com
Sent: Sunday, August 07, 2011 2:24 AM
To: Pierce-Web
Subject: (no subject)

I wish to express my opposition to the proposed water rate increase. With the economy in the state it is , you could not have chosen a worst time. The size of the proposed increase is unreasonable and unaffordable for most people. I urge you to reconsider.

Barbara Barksdale
Surprise, AZ

Antonio Gill

From: Michaela Debelius [debeliusm@gmail.com]
Sent: Saturday, August 06, 2011 9:46 PM
To: Stump-Web; Burns-Web; Pierce-Web; Newman-Web; Kennedy-Web
Subject: Docket # W-01303A-10-0448

Dear Commissioner,

We are writing in regards to the hearing on the rate increase for Arizona American Water Docket # W-01303A-10-0448. We're not going to tell you in these economic times we, along with the rest of our neighbors, are having difficulty making our ends meet. There's no need to tell you that we worry about our future, economically and politically. We are writing because we are tired of being the ones to pay for others' mistakes. American Water should NOT have built a water treatment plant with money they were projecting but had yet to receive. They were brazen with their budget and yet WE are the ones that are going to pay for it, not them. This is an outrage. We can hardly afford the water bill we have now. I can't call my credit card company or my mortgage company and tell them I expected to have more money at this point in my life but I don't, so sorry boys-I won't be paying my bills this month. This is exactly what Arizona American Water is doing to our community. We are expected to live within our means and we expect them to do the same.

If this rate increases passes, what are we to do? We are at their mercy. We don't have the luxury of opting for a different company. We weren't even contacted by American Water about the rate increase, our HOA contacted us. And there's another pouring of salt on the wound. Our HOA already told us THOSE rates would increase as well. Where does this end?

We'd like to know if American Water realizes this will affect future business. Everyone, rich and poor, are watching their wallets and we highly doubt those looking to buy homes are going to do so in the Agua Fria district after an eighty plus percent rate hike. Price gouging is not an acceptable way to bandage their mistake. American Water acted negligent when they opted to build a facility with money they did not have. Consumers should not have to suffer the effects of their foolish actions.

Please stop this rate increase.

Thank you for your time,

Ralph and Michaela Debelius

Antonio Gill

From: Brian Lenke [brian.lenke@gmail.com]
Sent: Saturday, August 06, 2011 2:47 PM
To: Pierce-Web
Cc: Burns-Web; Newman-Web; Stump-Web; Kennedy-Web
Subject: Arizona American Water rate increase request

Chairman and Commissioners,

My name is Brian Alan Lenke. I am a 45 year old professional Firefighter and Paramedic working for the City of Avondale, and I reside with my wife and six year old son in Litchfield Park.

It is my understanding that ARIZONA AMERICAN WATER, the sole provider of water to my residence, is requesting an 82.89% rate hike on August 17th. (Docket # W-01303A-10-0448) This rate hike is obscene to say the least. Please keep in mind that my "two income" working homeowner budget has been decimated by financial market dives, rising health care/insurance costs, property tax hikes, escalating interest rates, skyrocketing energy/fuel costs and soaring food prices. All during a period when pay raises or even COLAs have been removed from the average employees lexicon and replaced with layoffs and furloughs.

Please do not be a part of the national wholesale harvest of the American (working) middle class by approving this "poor" monopoly its devastating rate increase request. Thank you for your time in this matter.

Sincerely,
Brian and Kamala Lenke

Litchfield Park, AZ

Antonio Gill

From: Myrna Flood [myrffy@gmail.com]
Sent: Saturday, August 06, 2011 12:05 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Water Increase Issue!!!!!!!!!!!!!!

Stop this foolish idea of increasing our water bill by over 82%! In this time of economic crisis, it is ridiculous to think that this would even be a consideration! There are huge numbers of individuals who are losing their homes and a number of people who can't even put food on their tables!!!! Now, you want us to pay for your regional water treatment plant that should have never been built in the first place! You are no different than a common thief if you allow this to happen! You are trying to get us to come up with the money to pay for your mistakes! Stop it now...it is criminal!

Joe & Myrna Flood
Surprise, AZ

Antonio Gill

From: Alfred Schroeder [aschroeder9@cox.net]
Sent: Friday, August 05, 2011 10:05 PM
To: golfvin9@cox.net; Pierce-Web; Newman-Web; Burns-Web; Stump-Web; Kennedy-Web
Cc: Bob Rosenberg; ray valle; Regina Saborsky; Robert Rials; robertbaiken@aol.com; Vince Petrella; walt@wekearns.com
Subject: RE: Arizona American Water and Wastewater rate increase request.

To: pierce-web@azcc.gov; newman-web@azcc.gov; burns-web@azcc.gov; stump-web@azcc.gov;
kennedy-web@azcc.gov
Subject: Arizona American Water

Dear Chairman Pierce and Commissioners:

We live in Corte Bella as part of the Agua Fria Wastewater District and have read available information regarding Arizona American Water's application to support consideration of stand-alone revenue requirements and rate designs.

Arizona American Water proposed rate increases are hard to rationalize in today's economic times. Most of us chose Arizona as our retirement home because of reasonable taxes, homes of value and utilities within reason.

I am living on Social Security and had to recently take a job to make ends meet and these unusual rate increases do not seem fair and will further impede the values of our homes much less our chosen lifestyles.

I ask each of you to take a conscientious approach to reviewing this rate proposal and its effect on each of who live here in the Aqua Fria water district.. Our latest water/wastewater bill was \$82.82 which is much higher than any communities around us. If you approve the rate increase my water bill will be over \$100.00 per month with a total over \$1200 per year. Add this to my \$ 131 average electric bill and we are starting to make Phoenix and Arizona a problem for retirees. I live alone and have only one social security check.

We strongly encourage you to deny their requested relief in their Compliance Application. While we are not opposed to reasonable rate increase requests, this one is clearly beyond what is reasonable and is unwarranted. Thank you!

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Antonio Gill

From: kristymalecki [kmalecki@cox.net]
Sent: Friday, August 05, 2011 7:12 PM
To: Pierce-Web
Subject: Docket#W-01303A-10-0448

Dear Mr Pierce,

I live in Waddell AZ and just received a letter from my homeowners association stating AZ American Water was going to increase their rates by 82%. This is insane our house and all homes are underwater people are out of jobs, haven't had income raises in past 3 years. We cannot afford this just to please their shareholders. Thank you for your time and hopefully you will see this the same way.

Sincerely,
Mike Malecki

Antonio Gill

From: aznewsboy@cox.net
Sent: Friday, August 05, 2011 5:51 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Arizona American Water Increase

Concerning docket #W-01303A-10-0448, as a concerned resident of the effected area of this proposed increase, I have to beg you to please not let this price increase take place. My family has been hit hard by the economy over the past few years, and we can not afford to have an 80% plus increase in ANY of our bills. Although it may seem trivial to some, we are barely scraping by, and any increase in expenses may very well mean the end of our residency in the Cortessa neighborhood.

All I can ask is to please think about the families who will be effected and may very well lose their homes because of a price increase of this magnitude. American Water's attempt to make such a dramatic increase is crazy, and I hope you will help those who will be effected by this increase.

Thank you,

Todd Smith

Antonio Gill

From: golfvin9@cox.net
Sent: Friday, August 05, 2011 3:04 PM
To: Pierce-Web; Newman-Web; Burns-Web; Stump-Web; Kennedy-Web
Subject: Arizona American Water

Dear Chairman Pierce and Commissioners: We live in the Agua Fria Wastewater District and have read available information regarding Arizona American Water's application to support consideration of stand-alone revenue requirements and rate designs. Their proposed rate increases are outrageous and we believe the result of poor decisions on their part. Our latest water/wastewater bill was \$174.29 which is much higher than any communities around us. We strongly encourage you to deny their requested relief in their Compliance Application. While we are not opposed to reasonable rate increase requests, this one is clearly beyond what is reasonable and is unwarranted. Thank you !

Antonio Gill

From: Sue Longo [suelongo@gmail.com]
Sent: Friday, August 05, 2011 2:32 PM
To: Pierce-Web
Subject: Agua Fria Water Dist. Increase

Dear Mr. Pierce;

I am a homeowner in the Cortessa Community and have been recently informed that we are located in the Agua Fria Water District.

I am extremely concerned about the proposed rate increase they are seeking. In this dire state of the economy many, many people including my family are finding it extremely hard to just get by, with rising costs of health care, food, clothing, gasoline and as you know it keeps on going. My husband was out of work for 14 months and our daughter whom we share the house and help raise her 2 children has been out of work since February and is suffering with health issues.

I realize that the water district needs to increase its rates also but the huge amount they are requesting will require many people to give up some other seriously necessary items in their lives, or possibly give up the home ownership idea for good. You know not only will we have to pay the increase in our water bills but also we will have to pay them in our homeowner association fees as well. This is a very serious issue and I am asking that the Commission please, please take time to fully understand the devastation this may bring our community.

Thank you so much for your consideration.

Sincerely, Sue Longo

Antonio Gill

From: Patti Chambers [patti_chambers@yahoo.com]
Sent: Tuesday, August 09, 2011 9:44 AM
To: Pierce-Web
Subject: water rate hike

We are questioning how Arizona Water can justify a rate increase of almost 75% for our water supply in Sun City Grand.

This seems totally unreasonable, did their costs go up this much ?

We hope that you will consider the merits of this request very carefully as we do not think that a rate increase of this size is justified.

Thank you

Paul and Patricia Chambers

Surprise

Antonio Gill

From: Betty & Gerry Anderson [nana4anderson@cox.net]
Sent: Monday, August 08, 2011 4:28 PM
To: Pierce-Web
Subject: water rate increase

Why should we have a rate increase on our water? We are asking that you vote against this increase. We are paying way to much now.

We like our other neighbors are on a fixed income. What next?

Gerry & Betty Anderson

Surprise, AZ`

Antonio Gill

From: Ron Semeniuk [ron@semeniuk.ca]
Sent: Monday, August 08, 2011 1:18 PM
To: Stump-Web; Burns-Web; Pierce-Web; Newman-Web
Subject: Proposed water rate increase

Commissioners:

We are owners at Happy Trails, & recently purchased a new home at Arizona Traditions and are appalled by a **80%** proposed rate increase in water rates, especially during the present economic times.

We were **not** informed of a pending increase at time of application for same. It is our homeowners associations that brought this to our attention. I am very near retirement and did factor in an inflation rate of 4%, however, did not even dream of increases of this magnitude. I was not even aware that both districts are a part of the Aqua Fria Water District, nor were we invited to a public meeting to hear from Arizona American Water. Not only are you proposing to increase my personal water bills, but also our Association water bill which will surely be passed on to us.

Please do you best to have the water rate increase **reduced considerably**.

Ron & Audrey Semeniuk

Surprise

Antonio Gill

From: STEVEN YOUNG [smyoung711@yahoo.com]
Sent: Monday, August 08, 2011 11:01 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web; Utilities Div - Mailbox
Subject: Docket No. W-01303A-10-0448

As a resident of Surprise and Sun City Grand I am appalled with Arizona American Water Company's outrageous rate hike proposal now before your commission.

Arizona American Water says it needs the revenue to cover costs associated with a new treatment facility built for the Agua Fria Water District. Since much of the capacity of the plant was to be used to satisfy future growth, the vast majority of the plant was to be financed and paid for by water hook-up fees from new customers and developers. As a result of the decline in the economy, however, the anticipated population growth and increased water requirements did not occur. Given these developments, Arizona American Water is now requesting that the commission grant a substantial increase in existing customer water rates in order to pay for the White Tanks facility. ***It is unfair to require that the substantial costs of the White Tanks plant be borne by existing customers via massive rate increases, when the purpose of the plant was to provide for future growth.***

Please consider the impact such a rate increase would have on the homeowners and homeowners associations.

Sincerely,

Steven M. Young